



Collin County Rides Service Guidelines

Operated by:



Effective Date: March 1, 2024

Table of Contents

1. SERVICE PARAMETERS	2
1.1 Service Hours.....	2
1.2 Collin County Rides Service Area Boundaries.....	2
1.3 Passenger Qualifications for all Collin County Rides Services	2
2. SCHEDULING A TRIP	2
3. FARES	3
4. MAKING CHANGES TO A TRIP	4
5. CANCELLATIONS.....	4
6. NO-SHOWS.....	4
7. SUSPENSION OF SERVICE.....	4
7.1 Service Suspension for No-Shows	5
7.2 Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct	5
7.3 Service Suspension Appeal Process.....	6
8. DEFINITIONS OF TERMS USED	7
9. COLLIN COUNTY SERVICE AREA MAP	9

1. SERVICE PARAMETERS

On behalf of the Cities of Allen and Fairview, Denton County Transportation Authority (DCTA) provides curb-to-curb demand response transit service for eligible residents who are 65 and older or have a qualifying disability. The DCTA Collin County Rides service features a dedicated fleet of standard and wheelchair-accessible minivans to transport Allen and Fairview residents where they need and want to go within Collin County on an appointment basis.

1.1 *Service Hours*

Monday through Friday, 6:00 a.m. to 6:00 p.m. Please note all trips must be started and ended within the service hours. The service does not operate on nights or weekends.

There is no service on the following major holidays:

- New Year's Day
- Labor Day
- Memorial Day
- Thanksgiving Day
- Independence Day
- Christmas Day.

1.2 *Collin County Rides Service Area Boundaries*

Trips are limited to destinations in Collin County only and must either start or end in the cities of Allen or Fairview.

1.3 *Passenger Qualifications for all Collin County Rides Services*

- Allen and Fairview residents who are 65 years of age and older
- Allen and Fairview residents of any age that meet one of the following program disability qualifications:
 - Certified legally blind
 - Certified deaf or profound hard of hearing
 - Certified to be non-ambulatory (Manual wheelchair, sports wheelchair, or power wheelchair)
 - Certified to be semi-ambulatory (Use a mechanical aid such as cane, crutches, walker, or leg brace)
 - Physical disability (Hemodialysis, heart disease, portable oxygen, portable respiratory unit, or amputation of an extremity)
 - Certified for at least 50% VA disability (Service-connected)
 - Certified for Social Security Disability Income (SSDI, SSI, Award Letter)
 - Certified as intellectual disability / intellectually disabled
 - Certified as having a seizure disorder
 - Certified as having a mental illness (Schizophrenia, PTSD, Anxiety, Bipolar Disorder)

Allen and Fairview residents who are signing up as users may need to provide proof of residency, such as a Government Identification Card, a recent utility bill or other documentation verifying residency in order to have your application approved.

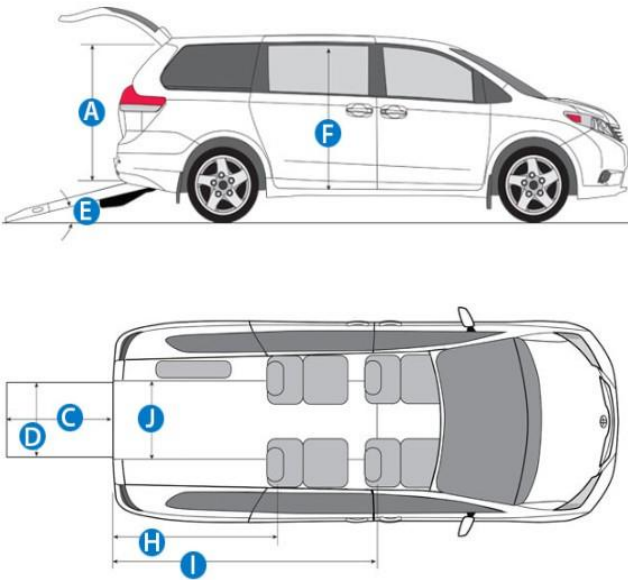
2. SCHEDULING A TRIP:

To schedule a trip with Collin County Rides, the best way to do that is within the RideDCTA Mobile app. If you have not already you will need to download the RideDCTA mobile app (iOS App Store or Google Play) and log into your account either through the mobile app or the DCTA online portal. You will need to re-enter your payment methods, and you can also check your account info, schedule trips, and review recent transactions.

IMPORTANT TIP: Also schedule your return ride at the same time you schedule your ride to your destination. Use your best judgment as to the time you will need at your destination, for example, give yourself 90 minutes to 2 hours for a typical medical appointment. If your return trip gets delayed, call us (940.243.0077) to adjust your ride home.

Registered users can also schedule a ride by visiting [the DCTA Online Portal](#) or by calling DCTA Customer Service at 940.243.0077

BraunAbility® Manual Rear-Entry Dimensions



Vehicle Information	
Name of Conversion	BraunAbility Manual Rear-Entry
Make and Model	Dodge Grand Caravan
Door Opening	
A Usable Height:	54.5"
B Usable Width	"
Ramp Information	
Fold-Out / In-Floor	Fold-Out
Power / Manual	Manual
Weight Capacity	
Full / Partial Cut	Partial Cut
C Length	58"
D Width	34"
E Angle	10°
Kneeling System	No
Interior Information	
F Height at Center of Van	58"
G Height at Front Row Position	"
H Floor Length (Behind Seats)	"
I Overall Floor Length (Flat Area)	96.5"
J Lowered Floor Width	33.25"
Removable Front Row Seats	No

Mobility devices must be less than:

- Height: 50inches
- Length: 54.5inches
- Width: 34inches
- Weight: 600pounds (combined weight of mobility device and client estimated weight)

The customer will receive a confirmation call one day prior to their scheduled trip. If DCTA is unable to contact a passenger due to a wrong number being on file or due to not being able to leave a message, the passenger remains obligated to the trip scheduled.

Customers will receive confirmation of their trip requests the morning of the trips, one hour (1 hour) prior to the trip, and two minutes (2 minutes) prior to the arrival of the driver. Passengers will receive an estimated time for each pickup. The driver may arrive up to 15 minutes before or after this time (30 minute Ready-Time Window) and be considered on-time. Customers should be ready to go and be waiting in a place where they can hear or see the vehicle arrive. If the vehicle arrives within the 30-minute Ready-Time Window, the customer has five minutes to board the vehicle. After that time, the customer will be marked as a No-Show, and the driver will proceed to pick up the next customer.

3. FARES

The only payment method accepted is a credit/debit card. Fares will be charged to your credit/debit card through the establishment of a Collin County Rides online account or in the mobile app.

No cash, checks or money orders are accepted on board the vehicle.

- Fares for each trip are calculated using a mile's fee (\$1.85 per mile), a minute's fee (\$0.18 per minute), and a base drop fee (\$3.49). All customers receive a 75% discount for the first \$125 spent per month.
- As an example, for the full price fare for a five-mile trip which takes 15 minutes, you would be charged (5 x \$1.85) for miles, (15 x \$0.18) for minutes, and \$3.49 for the drop fee, for a total cost of \$15.44.
- Customers will pay only 25% of trip costs until they spend \$125 in a calendar month, at which point they will be charged 100% of the trip cost. In the example above, you would be responsible for \$3.86. A trip cost estimate will be given at the time of scheduling.

4. MAKING CHANGES TO A TRIP

Customers needing to change a trip time or location(s) should contact DCTA and provide the new time and location at least 24 hours before a scheduled pick-up time. If a change is needed after business hours, leave a message on the customer service line (940) 243-0077. Customers should not contact the taxi service company or the drivers to change trips directly.

Customers who repeatedly contact the taxi service company directly may be suspended from service and may become ineligible for taxi service going forward.

5. CANCELLATIONS

Trips no longer required by a customer must be canceled prior to 5 pm the day before a scheduled trip. Cancellations can be made by phone or the RideDCTA app.

6. NO-SHOWS

A No-Show occurs when a customer fails to cancel their trip prior to 5 pm the day before the scheduled trip or fails to board the Collin County Rides vehicle within 5 minutes after it arrives within the Ready-Time Window.

Missed trips adversely affect service provision, as well as other users of the Collin County Rides service. DCTA will be required to take further action, up to and including suspension from taxi service and/or Collin County Rides service entirely should the customer systematically miss scheduled trips.

7. SUSPENSION OF SERVICE

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No-Shows)
- Excessive Cancellations
- Engaging in disruptive behavior (i.e. on the vehicle, with Customer Service, talking/distracting the driver, etc.)

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

7.1 *Service Suspension for No-Shows*

Because No-Shows have the potential to adversely affect other passengers, excessive No-Shows may result in a suspension of service.

Passengers who have No-Showed or late cancelled three times within a 30-day period may be subject to suspension. Initially a warning letter will be issued to try to resolve the issue. If the issue continues, a progressive service suspension policy will be followed.

- First Suspension will be for 5 days
- Second Suspension will be for 10 days
- Third Suspension will be for 15 days
- Fourth and any subsequent Suspensions will be for 30 days

All potential suspensions will be handled on a case-by-case basis. DCTA will contact the customer identifying the proposed suspension period and the reason(s) for the suspension. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. (See Section 8.3) If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.

What can the customer do to reduce their No-Shows?

- Call to cancel, as soon as possible, if you won't be taking the trip
- Be ready and watching for the vehicle during the full Ready-Time Window
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities or facilities with multiple entrances, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance
- If you are a subscription rider, call to inform DCTA of any changes to your plans, such as a vacation or other absence. Telling a driver is not sufficient

7.2 *Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct*

Service shall immediately be suspended for 15 days or until an appeal hearing is held, for passengers who engage in violent, seriously disruptive, or illegal conduct. This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers, or other service personnel
- Physical assault or battery on driver or other passengers

- Verbal abuse, intimidation or altercation with driver, customer service staff or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Repeatedly violating riding rules, including smoking in the vehicle, standing while the vehicle is in motion, eating or drinking in the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the Texas Penal Code

Customers suspended from service for exhibiting violent, seriously disruptive and/or illegal behavior shall be contacted by DCTA to investigate the alleged situation or incident. If DCTA determines the customer's behavior to be disruptive or violent, the customer shall be sent a written notice explaining the reason(s) for the suspension.

Note: Customers who engage in physical abuse or cause physical injury to another customer or driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the Appeal Committee issues a written decision on the case. Disruptive behavior which is determined to be due to a disability of the customer may not result in a suspension. However, DCTA may require the customer to travel with a Personal Care Attendant (PCA) if it is established that the customer's behavior poses a significant potential threat of harm to themselves, other passengers or to the driver. If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the customer continues to present a potential safety problem, service for the customer may be discontinued.

7.3 *Service Suspension Appeal Process*

The customer shall have 10 calendar days from the date of notice of the proposed suspension to submit to DCTA a written request for an appeal. He or

she (or their representative) shall include a written explanation as to why the suspension should not be imposed.

A customer who disputes the basis for a suspension of service may request an appeal hearing in writing to DCTA at:

DCTA
Appeal Panel
P. O. Box 96
Lewisville, TX 75057
(972) 221-4601 (fax)

Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Appeal Panel will have the final say on all appeals.

Once individuals request an appeal, the Appeal Panel will hear all current violations. For example, an individual appeals sanction for May 2nd and the appeal cannot be heard until May 17th and this individual incurs three additional No-Shows during the interim, all violations will be heard during the same meeting.

Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the No-Shows.

Collin County Rides service will not be suspended while an appeal is being considered except in the case of suspensions due to seriously violent or illegal conduct. (See Section 8.2)

DCTA will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reason(s). A decision will be provided to the appellant within 30 days from the appeal request date.

Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.

8. DEFINITIONS OF TERMS USED

Demand Response Service - Non-fixed-route service provided directly by DCTA or via taxi with passengers boarding and alighting at pre-arranged times and locations within the designated service area.

No-Show –A No-Show occurs when a customer fails to cancel their trip prior to 5 p.m. the day before the scheduled trip, fails to board the Collin County Rides Taxi vehicle within 5 minutes after it arrives within the Ready-Time Window or fails to have the appropriate fare when boarding the vehicle. Customers who show a pattern and practice of No-Showing scheduled trips may be suspended. (See Section 8.1)

Ready-Time Window – A 30-minute window, 15 minutes before and 15 minutes after the scheduled pick-up time, in which a customer should be ready for pick-up.

Subscription Service – An ongoing standing order for a passenger traveling to the same place at the same time at least one time per week on a regular and consistent basis.

9. COLLIN COUNTY RIDES SERVICE AREA MAP

